

GUIDE FOR ORDERING
TELECOMMUNICATION SYSTEMS
(HARDWARE, MAINTENANCE AND
SUPPORT SERVICES)

from

Department of Treasury
Telecommunications Systems Contract

(DOTTS)

*Internal Revenue Service
Assistant Commissioner (Procurement)
Office of Contract Administration
Communications Administration Section*

January 7, 2000

(Revised)

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SECTION 1
INTRODUCTION

1. INTRODUCTION

a. **Overview of Guide for Ordering**

The purpose of this document is to provide guidelines and assistance to all Contracting Offices within the Department of the Treasury and its Bureaus that will be placing orders for the items that can be acquired from the DOTTS Contracts.

This document is to be used in conjunction with the contract. It cannot be used in lieu of the contract, as it does not contain all of the contract terms and conditions necessary for issuing and administering delivery orders, nor does it contain item descriptions or pricing information.

b. **Contract Overview**

- i. Contract Number:
- ii. Type of Contract: Indefinite Delivery-Indefinite Quantity
- iii. Users: The Department of the Treasury and its Bureaus.
- iv. Use: Nonmandatory for the Department of the Treasury and its Bureaus
- v. Method of Acquisition: Purchase, Lease-to-Ownership (LTOP) and Lease, and Maintenance

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vi. Contract Term:

- (1) Base year (from date of award thru September September 30,) with options to extend for nine (9) additional one-year periods.
- (2) Total duration of the contract including the exercise of options shall not exceed 120 months.
 - (a) Systems: One base year with nine (9) one-year options
 - (b) Maintenance: One base year with nine (9) one year options
 - (b) Other Support Services: One base year with nine (9) one-year options

c. **Contract Scope**

i. The Department of Treasury Telecommunications Systems Contracts (DOTTS) provide for telecommunication systems (hardware: station equipment, electronic key systems, integrated voice and data switching systems, universal wiring; maintenance and support services and user design assistance are also available under the contracts).

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- ii. Products available under the contracts
will include, e.g.,-

SYSTEMS

- (1) Equipment/Systems: (C.2)

TSS - Telecommunication Switching System
EKS - Electronic Key Telephone Systems
DSS - Data Switching Systems
Wiring

SUPPORT SERVICES

- (2) Maintenance: (C.4)

On Call Maintenance
On Site Maintenance
Remedial

- (3) Other Support Services (C.4)

Design Assistance
Plans, Drawings & Documentation
Training
Users Manual
Moves, Adds, & Changes of Equipment
Trouble Reporting, Trouble tracking
Technical Support

d. **Cross Reference to Other Applicable Documents**

Section B of Contract
Section C of Contract

SECTION 2

CONTRACTOR INFORMATION

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2. CONTRACTOR INFORMATION

a. Contractor (Name and Address):

US WEST COMMUNICATIONS
FEDERAL SERVICES, INC
7800 EAST ORCHARD ROAD, SUITE 300
Englewood, CO 80111

b. Project Manager:

Steve Keller
(303) -793-6601

Contract Manager:

MARK BOONE
(303) 793-6569

FAX NO: (303)-721-9392

c. Contract Number: TIRNO-91-D-00055

d. Contractor Establishment Code: 362286200

e. Tax Identification Number: 84-110841

f. Type of Business: Large

g. Geographic Coverage:

MIDWEST

Arizona	New Mexico
Colorado	North Dakota
Idaho	Oregon
Iowa	South Dakota
Minnesota	Utah
Montana	Washington
Nebraska	Wyoming

NOTE: CONTACT THE OFFICE OF CONTRACT ADMINISTRATION ON
(202-283-1408) FOR VERIFICATION IDENTIFICATION NUMBER
(VIN) PRIOR TO PROCESSING DELIVERY ORDER

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2. CONTRACTOR INFORMATION

a. Contractor (Name and Address):

LUCENT TECHNOLOGIES, INC.
1450 G Street, NW, #500
Washington, DC 20005

b. Project Manager:

Kathleen Jepson
202-220-6386

Contract Manager:

Greg Townsend
202-220-6503

FAX: 202-220-7607

c. Contract Nos: TIRNO91-D-00057

Southeast, Northeast, Mid-Atlantic

d. Contractor Establishment Code: 00-698-0080

e. Tax Identification Number: 13-4924710

f. Type of Business: Large

g. Geographic Coverage:

SOUTHEAST

Alabama
Florida
Georgia
Kentucky
Louisiana
Mississippi
North Carolina
South Carolina
Tennessee

NORTHEAST

Connecticut
Maine
Massachusetts
New Hampshire
New York
Rhode Island
Vermont

MID-ATLANTIC

Delaware
Maryland
New Jersey
Pennsylvania
Virginia
West Virginia

NOTE: CONTACT THE OFFICE OF CONTRACT ADMINISTRATION ON

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(202-283-1408) FOR VERIFICATION IDENTIFICATION NUMBER
(VIN) PRIOR TO PROCESSING DELIVERY ORDER

2. CONTRACTOR INFORMATION

a. Contractor (Name and Address):

VISTA TECHNOLOGIES SERVICES, INC.
2195 Fox Mill Road, Two Dulls Tech Center
Herndon, VA 20171

b. Project Manager:

Jeff Murray
(703)561-4000

Contract Manager:

Laura A. Wotycha
(703)561-4047

FAX: 703-847-3035

c. Contract Nos:

TIRNO-92-D-00017 - Central/Southwest
TIRNO-92-D-00018 - Northern
TIRNO-92-D-00019 - Pacific

d. Contractor Establishment Code: 153641600

e. Tax Identification Number: 521321036

f. Type of Business: Small Disadvantaged

g. Geographic Coverage:

<u>CENTRAL</u>	<u>SOUTHWEST</u>	<u>NORTHERN</u>	<u>PACIFIC</u>
Illinois	Arkansas	Alaska	Hawaii
Indiana	Kansas		
Michigan	Missouri		
Ohio	Oklahoma		
Wisconsin	Texas		

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NOTE: CONTACT THE OFFICE OF CONTRACT ADMINISTRATION ON
(202-283-1408) FOR VERIFICATION IDENTIFICATION NUMBER
(VIN) PRIOR TO PROCESSING DELIVERY ORDER

2. CONTRACTOR INFORMATION

c. Contractor (Name and Address):

Pacific Bell (PAC BELL)
370 Third Street, Room 601
San Francisco, California 94107-1279

d. Project Manager:

MICHELLE MAH
(415) 542-0736

Contract Manager:

MICHELLE MAH
(415) 542-0736

FAX NO: (415) 543-2429

c. Contract Number: TIRNO-92-D-00020

d. Contractor Establishment Code: 13-559-0098

e. Tax Identification Number: 94-0745535

f. Type of Business: Large

g. Geographic Coverage:

WESTERN

California, Nevada

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NOTE: CONTACT THE OFFICE OF CONTRACT ADMINISTRATION ON
(202-283-1408) FOR VERIFICATION IDENTIFICATION NUMBER
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SECTION 3

CONTRACT ADMINISTRATION
INFORMATION

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3. CONTRACT ADMINISTRATION INFORMATION

a. **Contract Administration Office:**

Internal Revenue Service A:P:C:C:B
Office of Contract Administration
Communications and Support Branch
Communications Administration Section
Constellation Center, 6009 Oxon Hill Road
Oxon Hill, MD 20745

b. **Contracting Officers and Phone:**

Rose M. Zeigler - Overall DOTTS & Lucent
(202) 283-1419

Natalie J. Taylor - Pacific Bell & Vista
(202) 283-1371

c. **Contract Administrator and Phone:**

Rose Zeigler - US West Communications, Inc.
(202) 283-1419

d. **Department of Treasury Individual Contract
Action Report (ICAR) Information:**

e. **Contract and Modification Distribution:**

	<u>Number of Copies</u>
Administrative Contracting Officer	1
Contractor	1
Regional Contracting Offices	1
Department and Bureaus Contracting Offices	1
COTR	1
Accounting	

SECTION 4

PROGRAM (TECHNICAL) ADMINISTRATION INFORMATION

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4. PROGRAM (TECHNICAL) ADMINISTRATION INFORMATION

a. Program (Technical) Office:

DOTTS Program Office
Departmental Services Branch (DSB)
IS:N:T:D:C
1310 G Street, Suite 300
Washington, DC 20224
(202) 927-7388

b. The DOTTS Program Office (DSB) consists of teams as follows:

i. Systems Procurement Team (SP) -

Responsibility includes verifying field requirements, sizing systems and determining the method of acquisition. The team also specifies and ensures criteria are implemented for site preparation, systems installation, performance validation systems cutover, and systems acceptance.

ii. Systems Management Team (SM)

Area of responsibility includes overall management of the local telecommunications system. The Contracting Officer's Technical Representatives are part of the team.

iii. Customer Service Team (CS)

Area of responsibility includes implementing and coordinating DSB initiatives. The CS answers users questions and concerns and assists in the initial acquisition phases to direct a user towards the correct system for their requirements.

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c. Contracting Officer's Technical Representative (COTR)

- i. The COTR represents the Contracting Officer in technical matters pertaining to the contract, and is located in the DOTTS Program Office.
- ii. The COTR's duties and responsibilities are outlined in the Treasury COTR Handbook (TD P 76-01.D) and the IRS Contract Administration Guidelines. The COTR's limitations are also addressed in these documents and the COTR designation letter.

d. LOCAL SITE REPRESENTATIVE (LSR)

- i. The Bureau or IRS regional contracting officer's local site representative supports the regional contracting officer within the limits of the COTR appointment. The LSR represents the CO in technical matters pertaining to the individual delivery order(s) and interfaces with the DOTTS COTR and other team members to facilitate installation, acceptance and cutover of the required system.
- ii. The local site representative's limitations are the same as those for the COTR. See Treasury COTR Handbook (TD P 76-01.D) and the IRS Contract Administration Guidelines.

Cross Reference to Other Applicable Documents

DOTTS Contract Administration Plan
DOTTS Implementation Plan
IRS Contract Administration Guidelines
Treasury COTR Handbook (TD P 76-01.D)

SECTION 5
INFORMATION ON ORDERING

5. INFORMATION FOR ORDERING

a. Initiation and Method of Transmitting Requests

- (1) Authorized IRS representative initiates request through either electronic message or through written request.

b. Requisition Information

i. Requisition Review

- (1) When the requisition is received by the Contracting Office, it is critical that a careful review is made to ensure that all information relative to that requirement is contained on or attached to the requisition, as applicable.
- (2) ACO Verification Number, i.e. **(VER-55-0012)**
- (3) Contract Number
- (4) Contractor's Name
- (5) CLIN, Description, Quantity, and Unit Price
- (6) Delivery/Installation and Period of Performance Requirements
- (7) Accounting and Appropriation Data,
- (8) Authorized Approval Signature
- (9) Treasury Delegation of Procurement Authority (DPA) Number, Cost Estimate, for TSS Only
- (10) Special Clauses or Procedures, e.g.
 - (1) After Receipt of Order (A.R.O.)
 - (2) Delivery, Installations Acceptances (F.9) of the Contract
 - (3) Principal Period of Maintenance (C.4) of the Contract

c. Delivery Order Information

i. Contractor's Ordering Address:

(Make Sure This is Correct to Ensure Contractor
Receives the Delivery Order. See Section 2.)

- ii. Contractor's Point of Contact for Orders/Ordering:
(See Section 2).

Name _____
Tel No: (____) ____-____

- iii. Payment Address:

- (1) Orders issued by the IRS National Office:

Internal Revenue Service
Accounting Payable Section
Post Office Box E
Beckley, WV 25801

- (2) Orders issued by other than IRS National Office: (Insert
payment address for your office)

- iv. FOB Point: Destination

- v. Delivery Date: See Delivery Schedules specified
in Section F.9 - Unless otherwise specified, block
should read "Delivery Schedule in Accordance with
Section F.9 - Deliverables, of the Contract"

- vi. Prompt Payment Discount: Net 30 days

Note: Late payments are subject to interest payments

- vii. Delivery Order Limitations: Refer to Clause H.11 of the Contract

- viii. **VERIFICATION NO: i.e (VER-55-0000)**

In order to utilize the DOTTS contract, all users
must request a Verification Number from the IRS
National Office ACO. Each verification number
will identify the particular contract used
followed by a number sequence for each request.

The verification number **MUST BE SHOWN ON THE DELIVERY ORDER**, and shall appear on or about the first line in Block 17. Delivery orders received by the Contractor absent of a verification number will be returned.

Also **Modifications (especially funded mods)** issued against Delivery Orders **must also receive a verification number**. Each modification will be assigned the original verification number with a numerical sequence for each modification, ex:

VER-55-0001.**001, 002, 003, etc.**

The Contractor will be provided with an advance listing of all Verification Numbers against which to check all delivery orders, Including modifications.

- ix. Delivery requirements are set forth in clause F.9 of the contract.
- x. Unit prices appearing in the Delivery Order via contractor's proposal should be verified using the contract price tables.

d. **Delivery Order Administration**

- i. Delivery orders are subject to the terms and conditions of the contract. In the event of conflict between a delivery order and the contract, the contract shall take precedence.
- ii. Delivery orders will be administered by the office issuing the order. All rights and remedies of the Government under the contract apply to each individual delivery order, e.g., downtime credits, liquidated damages, termination, etc. The IRS National Office Contracting Officer (CO)/Contract Administrator should be contacted if the office issuing the order is unable to resolve a problem(s) with the Contractor. Additionally, the IRS National Office CO should be contacted on any issues that could impact the contract in general.

iii. User/Procurement Coordination

It is essential that the Requisitioner and Procurement work as a team, coordinating their duties when initiating and executing delivery orders under this contract.

e. **Delivery Order Distribution**

A **COPY** of **ALL EXECUTED DELIVERY ORDERS** placed under the Contract **MUST BE PROVIDED TO** the **IRS NATIONAL OFFICE ACO**. However, complete delivery order files shall be maintained by the issuing office for retrieval in the event an audit is required.

f. **Submission of Delivery Order Related Documents
To National Office Administrative Contracts Officer**

Delivery Order
In-House Configuration
Requisition
Invoice (Marked with Date of Payment)
IAR

g. **Cross Reference to Contract Clauses**

Delivery Order Limitations - FAR 52-216-91
Termination for Convenience of the Government (Fixed-Price)
FAR 52.249-02
Default (Fixed-Price Supply and Service) FAR 52.249-08

SECTION 6

INFORMATION APPLICABLE TO ALL ORDERS

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6. INFORMATION APPLICABLE TO ALL ORDERS

a. **INSTALLATION**

- i. Installation charges are identified in the contract as separate charges.
- ii. Installation date(s) will be listed in the delivery order. Installation dates vary according to the type of system. A.R.O Installation delivery schedules for the various systems are identified in Section F.9 of the contract.

b. **INSPECTION AND ACCEPTANCE**

The contract requires acceptance testing of both individual items of equipment (Equipment Acceptance Test) and the entire system (System Acceptance Test). A standard of performance must be met before any equipment is accepted and payment made by the Government. (E.1)

Ordering offices shall ensure compliance with the following contract requirements:

E.2 - Standard of Performance for **Equipment**
Acceptance Testing

E.2.3- Standard of Performance for **System**
Acceptance Testing

E.4 - Contractor's Failure to Meet Required
Standards of Performance During Acceptance Testing

E.12-Inspection,Acceptance & Receiving
Certification (AIR)

E.13 - Acceptance Test Plan

The System shall not be accepted and no charges paid until the functional and performance tests have been successfully completed.

c. **WARRANTY**

Twelve (12) calendar months after acceptance of the system.

SECTION 7

INFORMATION APPLICABLE TO ACQUISITION

7. INFORMATION APPLICABLE TO ACQUISITION

a. Acquisition Methods

- i. Purchase - Immediate acquisition and ownership of equipment
- ii. Lease To Ownership - 48 month installment with ownership in month 48
- iii. Lease - Lease of equipment through life of contract. Government never owns.

b. Telecommunication Systems

TSS, EKTS, DSS, Station Equipment, Wiring and SUMS (with all equipment and services) are acquired through placement of a delivery order under the contract, using one of the above methods.

c. Support Services (C.4)

All services may be purchased utilizing the above methods by placing a delivery order under the contract using the appropriate price table.

i. Maintenance

On Site Maintenance - PPM & Extended PPM
(Schedule F)

On Call - Non-PPM
(Schedule K)

ii. Moves, Adds, Changes - (Schedule G)

iii. Wire & Cabling - (Schedule H)

iv. Training - (Schedule L)

v. Installation/DeInstallation - Schedules B & C & E

d. Cross Reference to Significant Contract Clauses

Price Schedules	Section B
Inspection and Acceptance	E.4
Delivery Schedule	F.9
Alterations and Attachments	F.5
Relocation of Equipment	F.6

SECTION 8

INFORMATION APPLICABLE TO MAINTENANCE

8. INFORMATION APPLICABLE TO MAINTENANCE

a. Types

On-site Maintenance: One **technician on Government site** during PPM available to provide maintenance, moves, adds and changes (C.4.1.3.2).

On-call Maintenance: Defined as maintenance **not on-site** for both PPM and outside PPM, on an hourly basis at the labor rate and replacement part prices specified in the contract (C.7.8.4).

b. Principal Period of Maintenance (PPM)

Nine (9) consecutive hours from 8:00 a.m. to 5:00 p.m. local time at the site being serviced, Monday through Friday, excluding Government observed holidays (C.4.1.1).

PPM Extensions

The Government has the option to extend the PPM as specified below by giving written notice fifteen (15) working days at any site, for the fixed hourly charges set forth in Section B, Schedule F of the contract.

- i. Option I - Extend PPM to 12 consecutive hours
- ii. Option II - Extend PPM to 16 consecutive hours
- iii. Option III - Extend PPM to 20 consecutive hours
- iv. Option IV - Extend PPM to 24 consecutive hours

c. Outside Principal Periods

5:01 a.m. thru 7:59 a.m., Monday thru Friday and 24 hours Saturday thru Sunday and holidays.

d. Downtime Credits

Downtime credits are to be calculated in accordance with paragraph C.4.1.8 of the contract.

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e. Response Time

Maintenance response time is from the time the Government notifies the contractor and the time the contractor responds in accordance with Section C.4.1.7 of the Contract.

Response times are divided by major failure and minor failure, PPM & Non-PPM.

	<u>Major</u>	<u>Minor</u>
On-site	1 hour	2 hours
Off-site	2 hours	4 hours

f. Monthly maintenance begins the 13th month after the 12 months warranty period.

g. Cross Reference to Significant Contract Clauses

On-call Maintenance	C.4.1.3.1
On-site Maintenance	C.4.1.3.2
Extended Maintenance Coverage for Systems	C.4.1.1.3
Preventive Maintenance	C.2.6.5
Remedial Maintenance	C.2.6.6

SECTION 9

INFORMATION APPLICABLE TO SUPPORT SERVICES

9. INFORMATION APPLICABLE TO SUPPORT SERVICES

User Technical Assistance

i. Hot-Line Support (C.11.1)

- (1) Toll-free information hot-line telephone numbers are provided to obtain general technical advice prior to and subsequent to ordering goods and services under this contract, to include order status.
- (2) The following technical advice is available:
 - (a) Configuration of items available under the contract
 - (b) Compatibility and interface requirements
 - (c) General assistance with the selection of goods and services to solve user-defined problems
 - (d) Information on current product availability and support
- (3) The service is available during the hours of 9:00 a.m. and 6:00 p.m. EST/EDT, Monday through Friday, excluding Federal holidays.
- (4) Toll free numbers are:

Technical Assistance	1-800-647-7703/4
Order Status	1-800-647-7701/2

ii. Configuration Support

- (1) Technical review(s) will be conducted by the Contractor on all orders to insure compatibility of systems ordered.
- (2) The Contractor will notify the ordering office if non-compatible items are ordered prior to shipping the items.